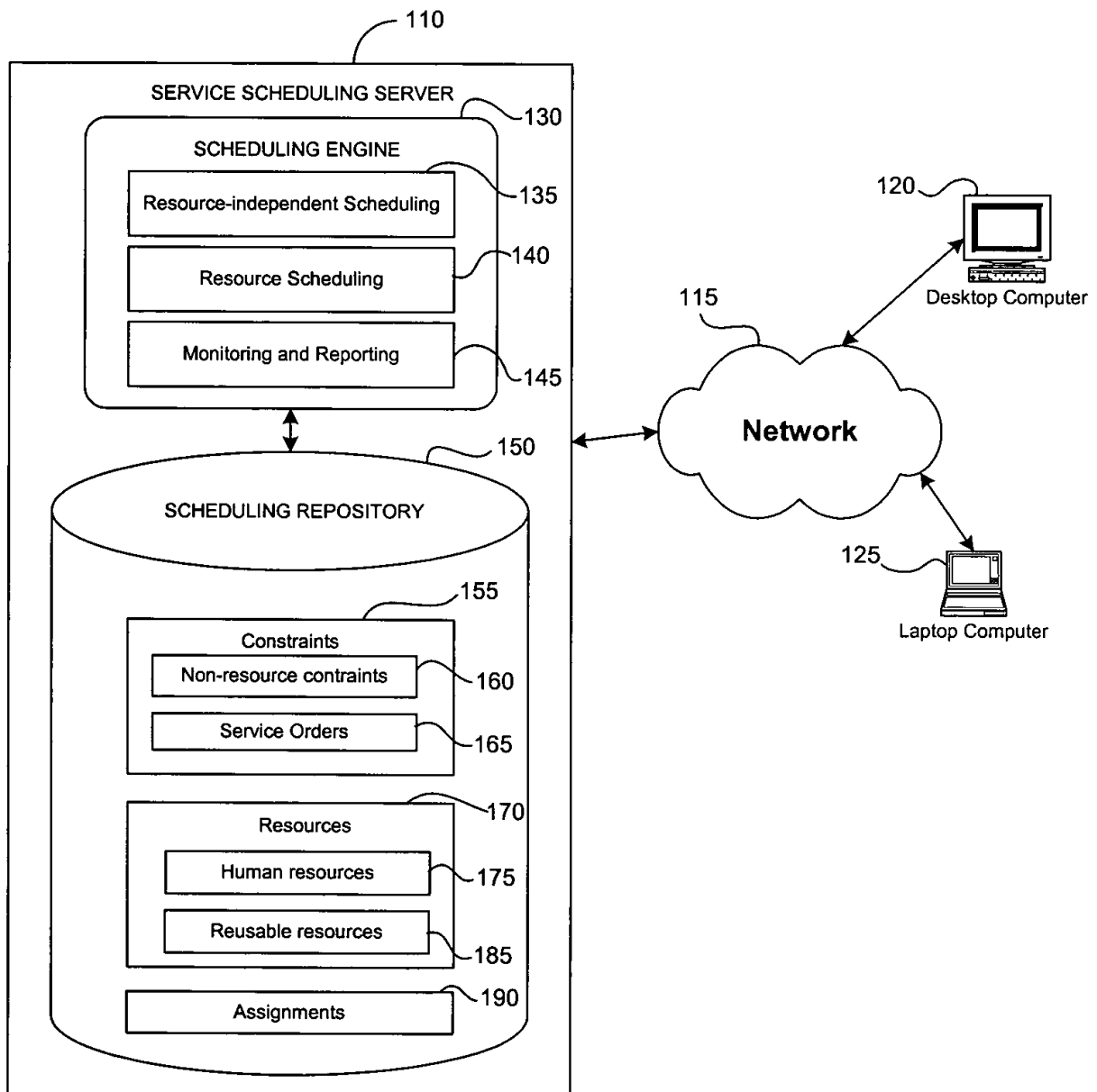
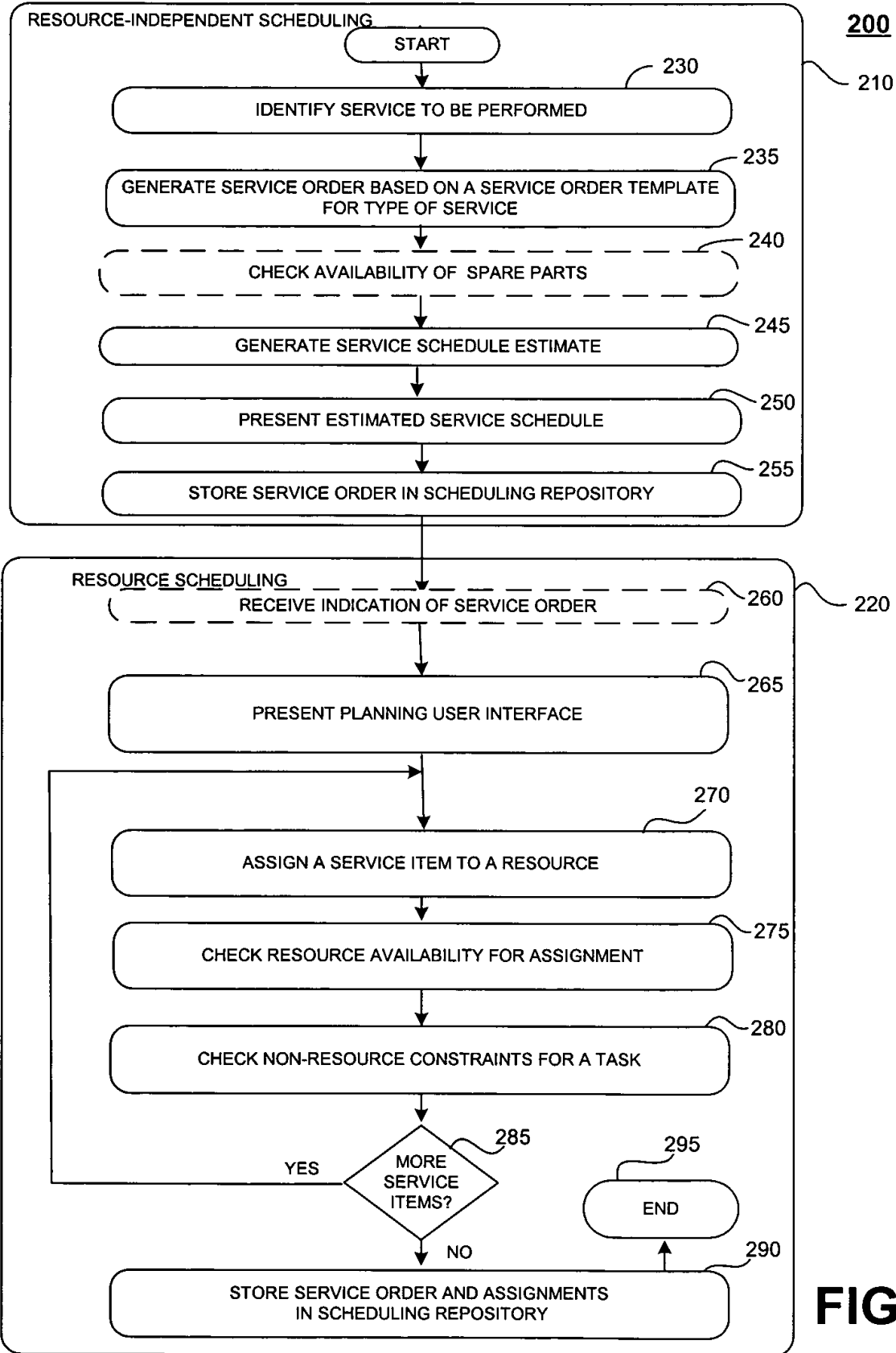


**100**



**FIG. 1**



**FIG. 2**

300

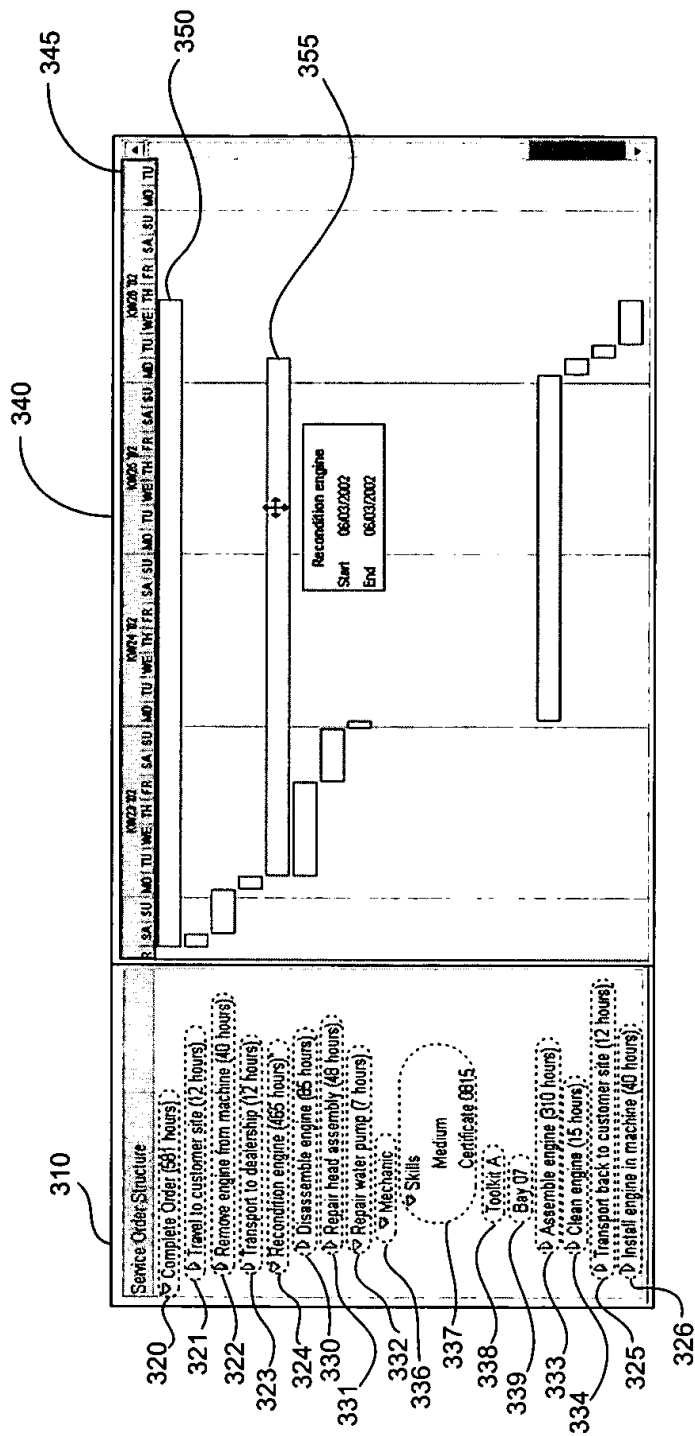
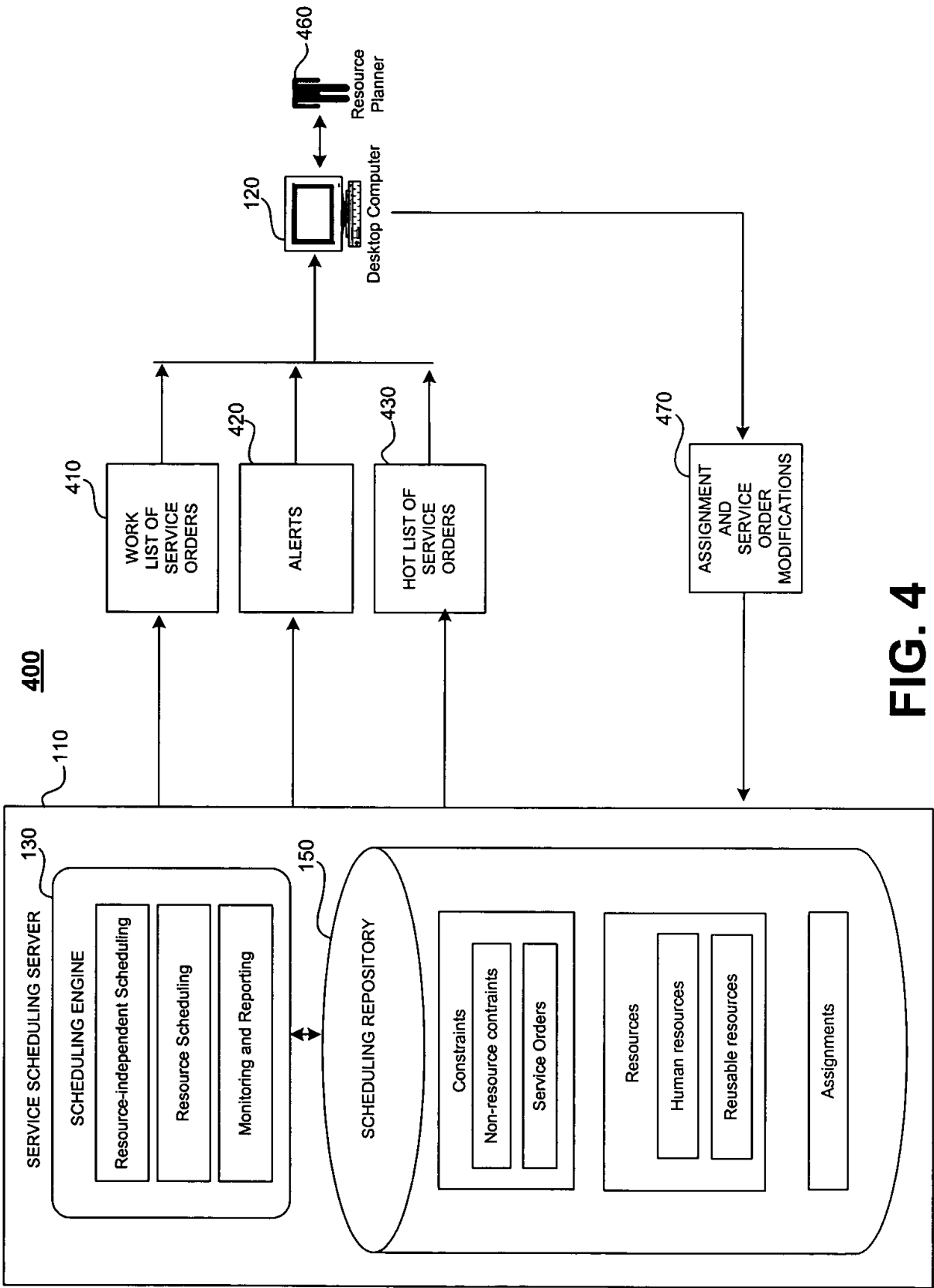
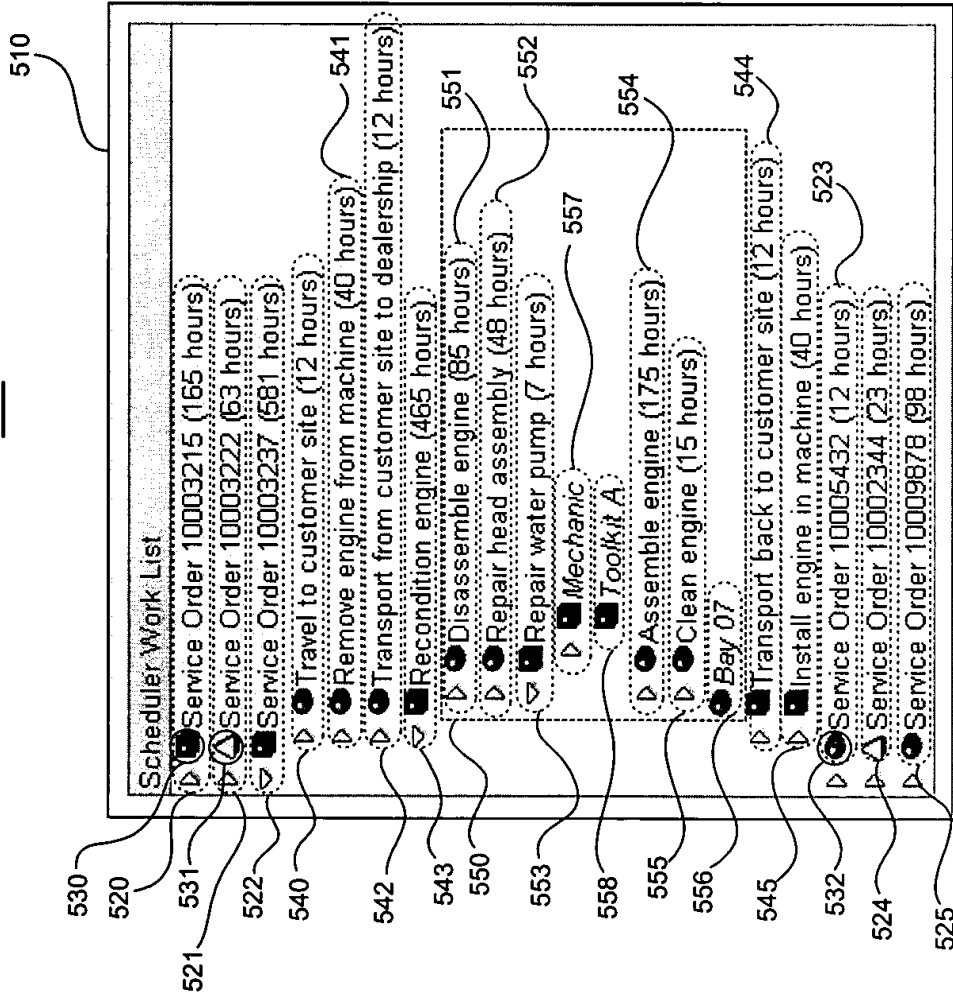


FIG. 3



500



**FIG. 5**

600

610

**Scheduler Worklist**

Work list view: Most urgent service orders

620 625 630 635 640 645 650 655 660 670

Sched.	Priority	Service Order	Item	Service Task	Descr.	Start Date	Start Time	End Date	End Time	Dur.	Unit	Customer
1	very high	8000005334	10	Repair Service		23.08.2002	08:00:00	25.08.2002	17:00:00	5	hours	Dimmler
1	very high	8000003533	10	Pump Adjustment		28.08.2002	10:00:00	28.08.2002	16:00:00	2	hours	Fjord
1	high	8000006848	10	Contract Service 1		25.08.2002	07:00:00	02.09.2002	12:00:00	18	hours	Toyato
1	high	8000005674	20	Pump Adjustment		01.09.2002	08:00:00	01.09.2002	17:00:00	3	hours	Generate Mois
1	medium	8000004323	10	Contract Service 2		21.08.2002	14:00:00	25.08.2002	14:00:00	5	hours	Ferralli
1	low	8000005994	10	Full Maintenance		25.08.2002	08:00:00	03.09.2002	18:00:00	48	hours	Chryther
1	high	8000007653	10	Repair Service		01.09.2002	08:00:00	03.09.2002	17:00:00	5	hours	Mitsumishi

615

FIG. 6

700

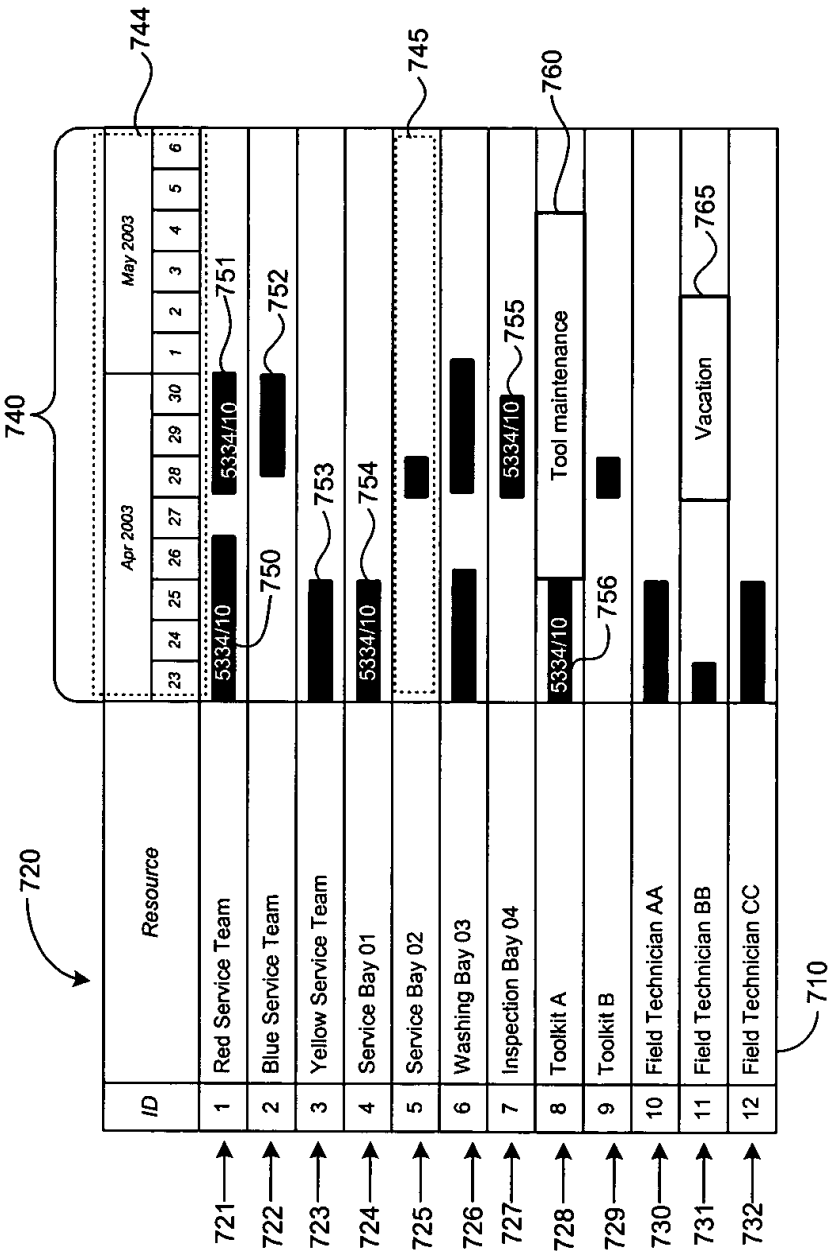


FIG. 7

800

810

830

836

837

Alert Monitor

Actual alerts

Confirmed alerts

Display alert types: all

838

840

840

Scheduler Work List

Service Order 10003215 (165 hours)

Service Order 10003222 (63 hours)

Service Order 10003237 (681 hours)

Travel to customer site (12 hours)

Remove engine from machine (40 hours)

Transport from customer site to dealership (12 hours)

Recondition engine (465 hours)

Disassemble engine (85 hours)

Repair head assembly (48 hours)

Repair water pump (7 hours)

Mechanic

Toolkit A

Assemble engine (175 hours)

Clean engine (15 hours)

Bay 07

Transport back to customer site (12 hours)

Install engine in machine (40 hours)

Service Order 10005432 (12 hours)

Service Order 10002344 (23 hours)

Service Order 10009878 (98 hours)

Scheduler Worklist

Work list view: Most urgent service orders

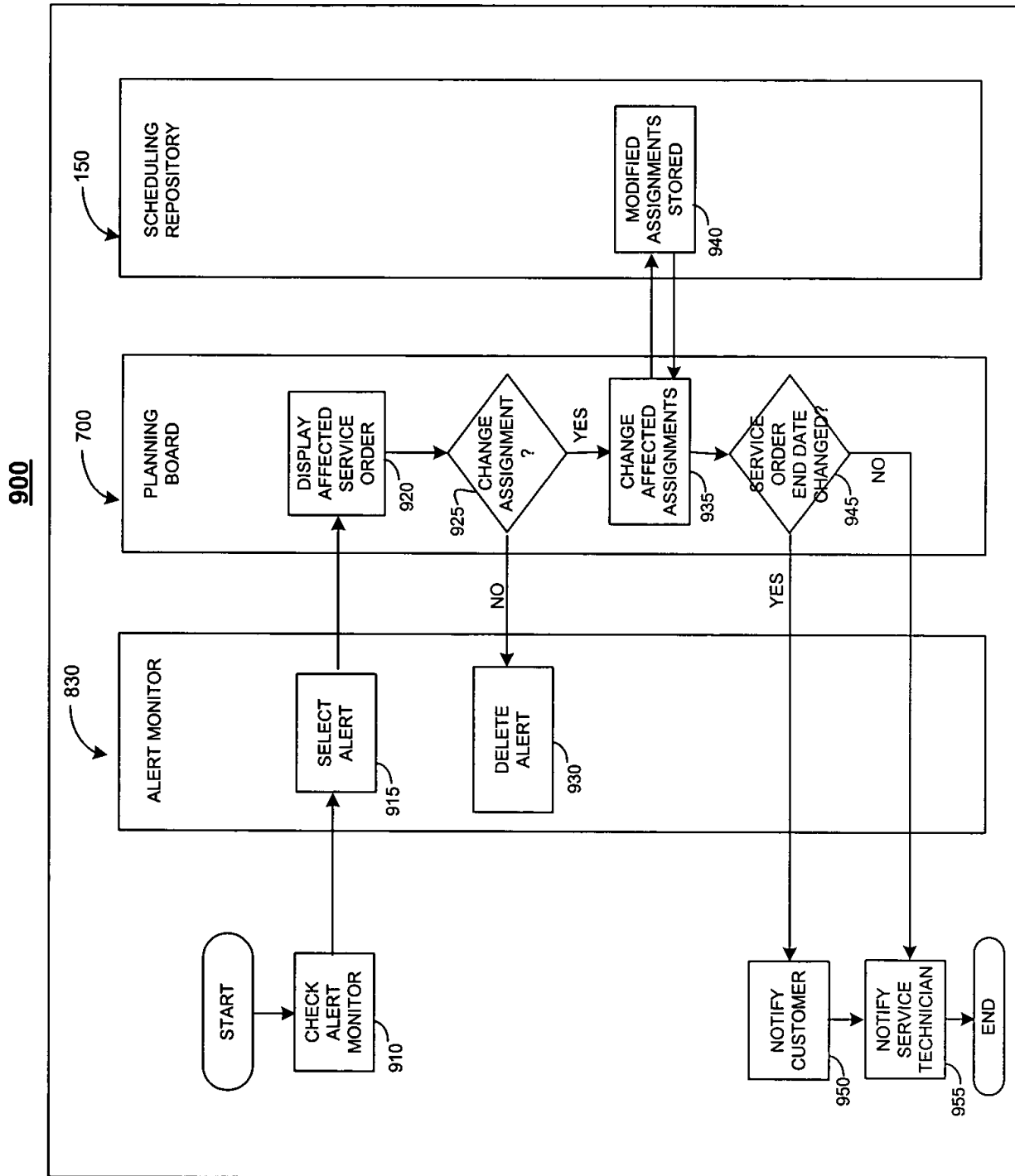
825

Sched.	Priority	Service Order/Item	Service Task Descr.	Start Date	Start Time	End Date	End Time	Dur.	Unit	Customer
	very high	8000005334	10 Repair Service	23.08.2002	08:00:00	25.08.2002	17:00:00	5	hours	Dimmler
	very high	8000003533	10 Pump Adjustment	28.08.2002	10:00:00	28.08.2002	16:00:00	2	hours	Ford
	high	8000006848	10 Contract Service 1	25.08.2002	07:00:00	02.09.2002	12:00:00	18	hours	Toyota
	high	8000005674	20 Pump Adjustment	01.09.2002	08:00:00	01.09.2002	17:00:00	3	hours	Generate Mots
	medium	8000004323	10 Contract Service 2	21.08.2002	14:00:00	25.08.2002	14:00:00	6	hours	Ferrali
	low	8000005994	10 Full Maintenance	25.08.2002	08:00:00	03.09.2002	18:00:00	48	hours	Chryther
	high	8000007653	10 Repair Service	01.09.2002	08:00:00	03.09.2002	17:00:00	5	hours	Mitsumishi

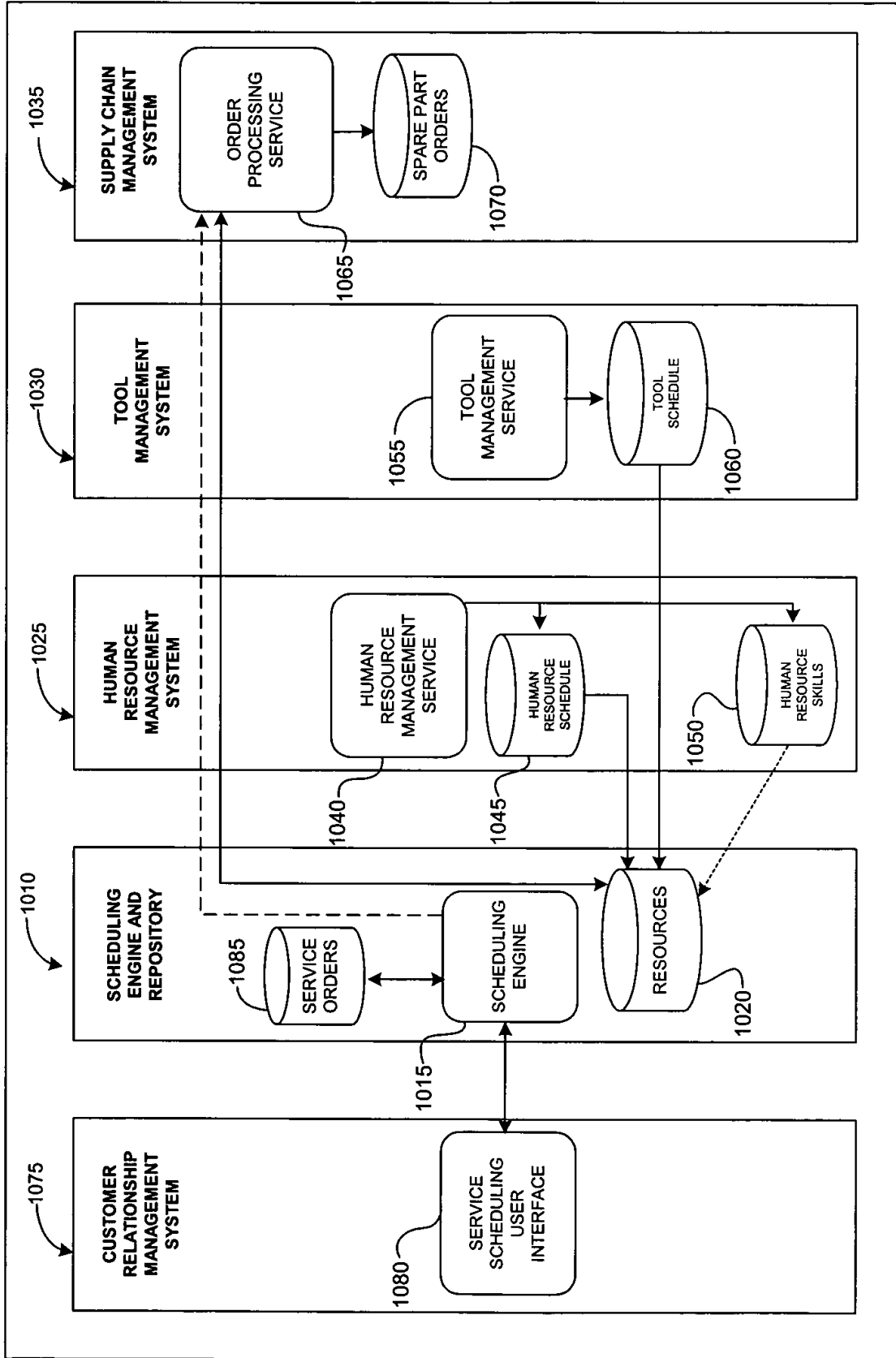
820

FIG. 8





**1000**



**FIG. 10**

1100

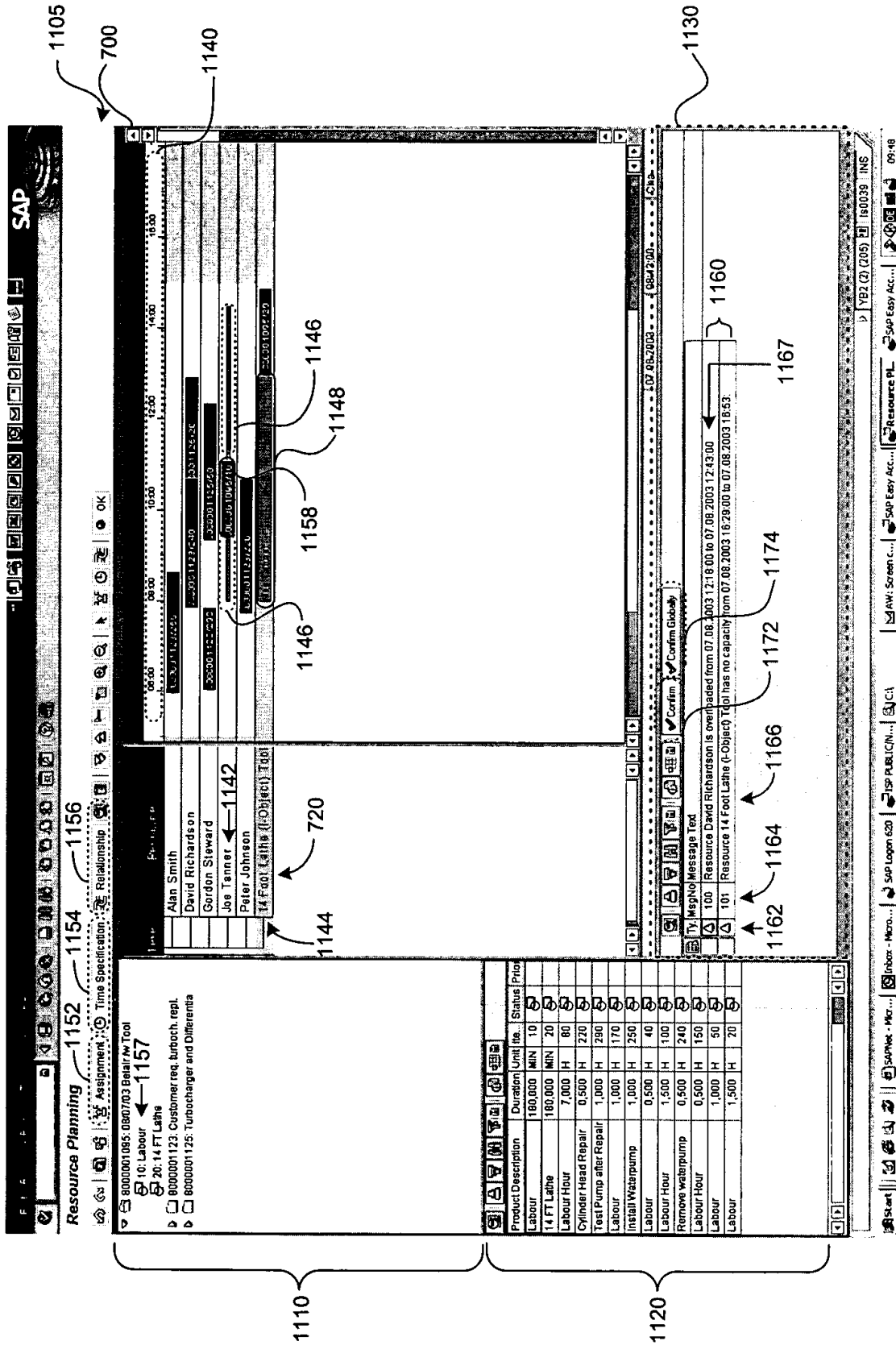


FIG. 11